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Integrates seamlessly and outperforms others in features and cost

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What is our primary use case?

"I am an instructional designer, and my job is to build courses and integrate them into CYPHER Learning. I have a person who works for me as the administrator and is responsible for enrolling people in the course and tracking their progress.

We needed a learning management system to track our users. We have about 5,000 users online. We did not start that big, but we had to track their learning through many courses.

Our company also enables schools, typically in the secondary and higher education markets, to teach the courses that we design. We needed them to be able to have a layer of administrative control that allowed them to teach the courses but not change the courses. Having different administrative levels or user permissions was very important to us."

How has it helped my organization?

"We are very happy with the interoperability of CYPHER Learning with other solutions. We have found them to be very responsive whenever we need anything. We have used it with Credly, which is a digital badging software. We have integrated it with HubSpot, which is a client resource management software, and we also host our website on that. We were able to do that. We have also integrated it with a company called GMetrix, which is a third-party testing solution through LTI features.

We have not used CYPHER Learning internally for onboarding clients. It is our core product that we sell to other companies, and it has been very useful in onboarding teachers and things like that. Its tracking features and reporting features are very helpful. It is a very intuitive learning management system, and the experience has been positive.

It saves us on manpower, especially on reporting and calculations, as we used to do things with spreadsheets. That was very manpower-intensive. T⎯"

What is most valuable?

"I do most of my development in a product called Articulate Rise 360. It handles the SCORM packaging. Having the SCORM packaging and the ability to move that SCORM packaging in is my number one feature.

We also use a lot of the API features to work with other service providers. We use Credly and things like that. These features are very useful."

What needs improvement?

"The user interface looks dated compared to more modern learning management systems, which are really clean. There is so much functionality that it almost becomes too much for the user, so the user interface could be improved.

When I build modules within the learning management system, sometimes I want to move some of the things between the modules. I would love to be able to just drag them. Currently, I can drag within a module, but I cannot drag between modules."

For how long have I used the solution?

"I have used CYPHER Learning for ten years. We have been with them since the beginning of our company."

What do I think about the stability of the solution?

"It has been impressively stable for the amount of usage we have, with about 5,000 users and our presence in multiple states."

What do I think about the scalability of the solution?

"It is very scalable. We have not yet hit limitations."

How are customer service and support?

"We have a pretty good relationship with them. They are very fast at responding to our initial query, and they usually solve a problem within the week. We do not ever have any problems with day-to-day issues. We usually contact them to connect it to another software."

Which solution did I use previously and why did I switch?

"I have used many learning management systems, including Canvas, Blackboard, and iSpring. CYPHER Learning far outperforms some of the more basic ones. They have a lot more functionality and outperform the big ones in the field by cost. That was one of the reasons we settled on them. They had the functionality we wanted, and they were priced affordably for a solution.

I do most of my development in Articulate Rise 360. We did try the Copilot feature of CYPHER Learning for course creation, but we found a better solution in Articulate."

How was the initial setup?

"We are using a cloud. Its initial setup is very easy.

You could start your first course and launch within a day. It is very easy.

Its maintenance is being taken care of by CYPHER. All we have to do is administration."

What about the implementation team?

"It is a one-person job."

What's my experience with pricing, setup cost, and licensing?

"I am happy with it. It is very well priced."

What other advice do I have?

"There is a bit of a learning curve with it. They do have a good resource library that helps. I am always learning new features with it. Somebody can build a basic course and use the basic LMS functionality almost immediately. Some of the more advanced things would take a little longer.

I advise users to use the knowledge base inside CYPHER Learning. There is a way to access it by clicking the little question mark in a box. It feels daunting at first because of the amount of information that is there, but you can solve pretty much all of your problems that way.

Overall, I would rate CYPHER Learning an eight out of ten."

Which deployment model are you using for this solution?

Public Cloud

CYPHER Learning

For more in-depth insights from real user reviews

Download CYPHER Learning Buyer's Guide

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